



# Memorandum

To: PBH Network of Providers  
From: PBH Quality Management Department  
Date: July 31, 2009  
Re: Notification of Cultural Competency Reviews

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Beginning September 1, 2009, the PBH Quality Management Department will review Network providers' Cultural Competence plans during the Gold Star Profile and Routine monitoring reviews. The Cultural Competency portion of the review will be completed as a desk review using the PBH Cultural Competency Self-Assessment tool. PBH Quality Management will request the Cultural Competency Self-Assessment and Plan during the scheduling of the Gold Star Profile and Routine review. The review scheduling letter will outline the requirements for submission of the Cultural Competency Self-Assessment and Plan. Upon receipt of the review scheduling letter, all providers should submit a Cultural Competence plan and Self-Assessment tool to PBH in order to demonstrate your agency's progress towards compliance with Cultural Competency.

Compliance with Cultural Competency is part of a provider's contractual requirements with PBH. This requirement may be found in the *General Conditions of your contract, Article IV: Quality Assurance and Quality Improvement, Section 4: Cultural Competence*. PBH Quality Management will report the results of the Cultural Competency review as part of the agency's Gold Star Profile and Routine review results. Any items cited out of compliance may require a Plan of Correction to be submitted to PBH within thirty (30) calendar days after the receipt of your results.

If you would like to review a copy of the Cultural Competency Self-Assessment tool prior to your review, you may access the tool on-line at [http://www.pbhsolutions.org/QM/cultcomp\\_rev.asp](http://www.pbhsolutions.org/QM/cultcomp_rev.asp), or you may contact the Quality Management department at PBH and request a copy.

If you have questions concerning the Cultural Competency review, you may contact your assigned Quality Management Account Manager. A listing of the Quality Management Account Managers can be found at [http://www.pbhsolutions.org/QM/Billing\\_Audit\\_Representatives.pdf](http://www.pbhsolutions.org/QM/Billing_Audit_Representatives.pdf).

cc: Darlene Steele, Director of Quality Management  
Jill Queen, Quality Monitoring Manager